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Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Governor's Office	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Chad Poll	1 0	23 21	24 21
		Michael Hussey	0 0	1 0	1 0
		Assigned to Individual Total	1 0	24 21	25 21
	Help Desk	Sarah Johnson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	1 0
		Bill Crowther	0 0	2 1	2 1
		Peter Musser	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 1	4 1

Governor's Office

			High	Low	FCR Total
Governor's Office	Metro B Help Desk	Val Shepherd	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Metro C Help Desk	Reed Stohel	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Metro D Desktop Support	Michael Schmidt	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Help Desk	John Robinson	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Security	Garry Gregson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Britany Finlay	0 0	1 0	1 0
		Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin	0 0	2 1	2 1
		Assigned to Individual Total	0 0	4 1	4 1

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Governor's Office

			High	Low	FCR Total
Governor's Office	Wiring Consulting	Gus Lewis	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Assigned Group Total		1	41	42
			0	27	27
Customer Company Total			1	41	42
			0	27	27

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			High	Low	MIR Total
Governor's Office	Application Services	Tony Larsen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Capitol Desktop Support	Chad Poll	1 0	23 0	24 0
		Michael Hussey	0 0	1 0	1 0
		Assigned to Individual Total	1 0	24 0	25 0
	Help Desk	Sarah Johnson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	1 0
		Bill Crowther	0 0	2 0	2 0
		Peter Musser	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0

Governor's Office

			High	Low	MIR Total
Governor's Office	Metro B Help Desk	Val Shepherd	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Help Desk	Reed Stohel	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Michael Schmidt	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Help Desk	John Robinson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Security	Garry Gregson	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice Operations	Britany Finlay	0 0	1 0	1 0
		Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0

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Governor's Office

			High	Low	MIR Total
Governor's Office	Wiring Consulting	Gus Lewis	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Assigned Group Total		1	41	42
			0	3	3
Customer Company Total			1	41	42
			0	3	3

Governor's Office

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	ATTIR Total
Governor's Office	Application Services	Tony Larsen	0 0.00	1 3.10	1 3.10
		Assigned to Individual Total	0 0.00	1 3.10	1 3.10
	Capitol Desktop Support	Chad Poll	1 0.21	23 0.03	24 0.03
		Michael Hussey	0 0.00	1 0.51	1 0.51
		Assigned to Individual Total	1 0.21	24 0.05	25 0.05
	Help Desk	Sarah Johnson	0 0.00	2 0.24	2 0.24
		Assigned to Individual Total	0 0.00	2 0.24	2 0.24
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.40	1 0.40
		Bill Crowther	0 0.00	2 0.07	2 0.07
		Peter Musser	0 0.00	1 0.22	1 0.22
		Assigned to Individual Total	0 0.00	4 0.19	4 0.19

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Governor's Office

			High	Low	ATTIR Total
Governor's Office	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Michael Schmidt	0 0.00	1 0.29	1 0.29
		Assigned to Individual Total	0 0.00	1 0.29	1 0.29
	Metro D Help Desk	John Robinson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Security	Garry Gregson	0 0.00	1 1.37	1 1.37
		Assigned to Individual Total	0 0.00	1 1.37	1 1.37
	Voice Operations	Britany Finlay	0 0.00	1 0.13	1 0.13
		Gail Christiansen	0 0.00	1 0.15	1 0.15
		Romanza Hamblin	0 0.00	2 0.13	2 0.13
		Assigned to Individual Total	0 0.00	4 0.13	4 0.13

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Governor's Office

			High	Low	ATTIR Total
Governor's Office	Wiring Consulting	Gus Lewis	0 0.00	1 21.96	1 21.96
		Assigned to Individual Total	0 0.00	1 21.96	1 21.96
	Assigned Group Total		1 0.21	41 0.72	42 0.71
Customer Company Total			1 0.21	41 0.72	42 0.71

Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Governor's Office	Application Services	Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Capitol Desktop Support	Chad Poll	1 0	23 0	24 0
		Michael Hussey	0 0	1 0	1 0
		Assigned to Individual Total	1 0	24 0	25 0
	Help Desk	Sarah Johnson	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	1 0
		Bill Crowther	0 0	2 0	2 0
		Peter Musser	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0

Governor's Office

			High	Low	MR Total
Governor's Office	Metro B Help Desk	Val Shepherd	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Help Desk	Reed Stohel	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Desktop Support	Michael Schmidt	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro D Help Desk	John Robinson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Security	Garry Gregson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Britany Finlay	0 0	1 0	1 0
		Gail Christiansen	0 0	1 0	1 0
		Romanza Hamblin	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0

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Governor's Office

			High	Low	MR Total
Governor's Office	Wiring Consulting	Gus Lewis	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Assigned Group Total		1 0	41 1	42 1
Customer Company Total			1 0	41 1	42 1

Governor's Office

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Governor's Office	Application Services	Tony Larsen	0 0.00	1 3.10	1 3.10
		Assigned to Individual Total	0 0.00	1 3.10	1 3.10
	Capitol Desktop Support	Chad Poll	1 0.46	23 0.26	24 0.26
		Michael Hussey	0 0.00	1 0.51	1 0.51
		Assigned to Individual Total	1 0.46	24 0.27	25 0.27
	Help Desk	Sarah Johnson	0 0.00	2 1.76	2 1.76
		Assigned to Individual Total	0 0.00	2 1.76	2 1.76
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.47	1 0.47
		Bill Crowther	0 0.00	2 0.30	2 0.30
		Peter Musser	0 0.00	1 0.25	1 0.25
		Assigned to Individual Total	0 0.00	4 0.33	4 0.33

Governor's Office

			High	Low	ATTR Total
Governor's Office	Metro B Help Desk	Val Shepherd	0 0.00	1 0.14	1 0.14
		Assigned to Individual Total	0 0.00	1 0.14	1 0.14
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro D Desktop Support	Michael Schmidt	0 0.00	1 0.98	1 0.98
		Assigned to Individual Total	0 0.00	1 0.98	1 0.98
	Metro D Help Desk	John Robinson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Security	Garry Gregson	0 0.00	1 2.09	1 2.09
		Assigned to Individual Total	0 0.00	1 2.09	1 2.09
	Voice Operations	Britany Finlay	0 0.00	1 1.07	1 1.07
		Gail Christiansen	0 0.00	1 0.15	1 0.15
		Romanza Hamblin	0 0.00	2 0.27	2 0.27
		Assigned to Individual Total	0 0.00	4 0.44	4 0.44

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Governor's Office

			High	Low	ATTR Total
Governor's Office	Wiring Consulting	Gus Lewis	0 0.00	1 21.96	1 21.96
		Assigned to Individual Total	0 0.00	1 21.96	1 21.96
	Assigned Group Total		1 0.46	41 1.01	42 0.99
Customer Company Total			1 0.46	41 1.01	42 0.99

Governor's Office

Detail

INC000000438165	Samantha Julian	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.13
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Closed	TTR Missed:	No	0.60
INC000000438632	Kimberlee Willette	Application	Error	PGP	TIR Missed:	Yes	1.37
Security	Garry Gregson	Governor's Office	Low	Closed	TTR Missed:	No	2.09
INC000000438771	Liz Oldroyd	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000439182	Judy Black	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.27
INC000000439434	Lena Ward	PC/Laptop	Hardware	None	TIR Missed:	No	0.29
Metro D Desktop Support	Michael Schmidt	Governor's Office	Low	Closed	TTR Missed:	No	0.98
INC000000439613	Jacey Skinner	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000439739	Kamron Dalton	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000439778	Daniel O'bannon	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000440043	Daniel O'bannon	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000440072	Nancy Neilson	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000440302	Doreen Weyland	None	None	None	TIR Missed:	No	0.29
Help Desk	Sarah Johnson	Governor's Office	Low	Closed	TTR Missed:	No	2.10
INC000000440723	Connie Wettlaufer	Telecom	Call/Receive	Telephone	TIR Missed:	No	0.16
Voice Operations	Romanza Hamblin	Governor's Office	Low	Closed	TTR Missed:	No	0.16
INC000000440790	Chris Tallackson	Application	None	None	TIR Missed:	No	0.22
Metro B Desktop Support	Peter Musser	Governor's Office	Low	Closed	TTR Missed:	No	0.25
INC000000441554	Scott Carver	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Governor's Office	Low	Closed	TTR Missed:	No	0.00
INC000000442696	Juliette Tennert	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.10
Voice Operations	Romanza Hamblin	Governor's Office	Low	Closed	TTR Missed:	No	0.38
INC000000444404	Alex Dalpe-Charron	Application	Error	Sybase Adaptive Server Anywhere	TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther	Governor's Office	Low	Closed	TTR Missed:	No	0.00

Governor's Office

INC000000445398	Jacey Skinner	Wireless Connectivity	Error	None			TIR Missed: No	0.60
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	5.60
INC000000445416	Cheralyn Anderson	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Governor's Office	Low	Closed		TTR Missed: No	0.14
INC000000446214	Kim Dent	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000446800	Kimberlee Willette	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000446851	Daniel O'bannon	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000446975	Scott Mecham	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000447235	Michael Mower	Application	Error	State Payroll Time Entry System			TIR Missed: No	0.21
	Capitol Desktop Support	Chad Poll	Governor's Office	High	Closed		TTR Missed: No	0.46
INC000000447344	Sandra Naegle	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000447766	Jackie Jameson	Telecom	Coverage Path	Telephone			TIR Missed: No	0.13
	Voice Operations	Britany Finlay	Governor's Office	Low	Closed		TTR Missed: No	1.07
INC000000447789	Alex Dalpe-Charron	PC/Laptop	Hardware	None			TIR Missed: No	0.40
	Metro B Desktop Support	Anthony Booyse	Governor's Office	Low	Closed		TTR Missed: No	0.47
INC000000448679	Kimberlee Willette	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000448682	Ashlee Buchholz	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000448712	Lee Wyckoff	Application	Error	Novell GroupWise			TIR Missed: No	0.51
	Capitol Desktop Support	Michael Hussey	Governor's Office	Low	Closed		TTR Missed: No	0.51
INC000000448865	Jackie Jameson	None	None	None			TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000448933	Connie Wettlaufer	None	None	None			TIR Missed: Yes	21.96
	Wiring Consulting	Gus Lewis	Governor's Office	Low	Closed		TTR Missed: Yes	21.96
INC000000449085	Taylor Morgan	Mobile Devices	None	iPhone			TIR Missed: No	0.18
	Help Desk	Sarah Johnson	Governor's Office	Low	Closed		TTR Missed: No	1.43
INC000000449192	Cuong Nguyen	Telecom	Voice Mail	Telephone			TIR Missed: No	0.15
	Voice Operations	Gail Christiansen	Governor's Office	Low	Closed		TTR Missed: No	0.15

Governor's Office

INC000000449891	Don Willie	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000449892	Hunter Finch	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000450958	John Nowoslawski	Application	Error	Novell GroupWise		TIR Missed: Yes	3.10
Application Services	Tony Larsen	Governor's Office	Low	Closed		TTR Missed: No	3.10
INC000000451151	Ashlee Buchholz	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000451152	Caroline Updike	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000451154	Sandra Naegle	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000451158	Jennifer Joy	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000451170	Jaclyn Burt	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	0.00
INC000000454582	Lena Ward	Application	Error	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Governor's Office	Low	Closed		TTR Missed: No	0.00